

Residential Broadband Rate Increase FAQ



Who will be affected?

GVTC and GVCS Residential Fiber broadband subscribers on speed tiers of less than 500 Mbps will experience a \$2.00 / month increase in their November 2020 invoice. At this time, business customers will not experience any change in rate for these services, nor will non-fiber residential broadband customers.

What will be increased?

Beginning in November 2020, GVTC will implement rate increases to existing residential fiber broadband customers. Residential Broadband Speed Tiers below 500 mbps will increase by \$2.00 per month.

Why is the increase occurring?

Over the past ten years, GVTC has invested heavily into its broadband network in order to deliver high quality state of the art internet services and support to its customers. This increase will ensure that GVTC can continue to maintain and in some cases expand upon this level of service.

GVTC has also committed tremendous resources into designing and deploying a managed home WiFi support infrastructure. As a result, GVTC can now monitor the performance of each customer's broadband experience in real time and take individual customer-specific action to correct certain in-home issues. This could involve either GVTC's equipment or customer-owned broadband access devices such as laptops, tablets, OTT devices etc. The capacity and performance of the WiFi Routers deployed by GVTC, as well as the integrated management software GVTC and its customers can use to refine, customize and enhance experience, has dramatically improved as a result of this investment.

When will the increase occur?

Customers will see this increase effective on the first bill they received from GVTC after November 1, 2020.

What if I'm currently under contract?

If you are still within the first twelve months of service on an Acquisition (new customer) bundle or package, GVTC will defer their rate increase until you reach the thirteenth month of your term agreement.